

# ROQ

Return on Quality

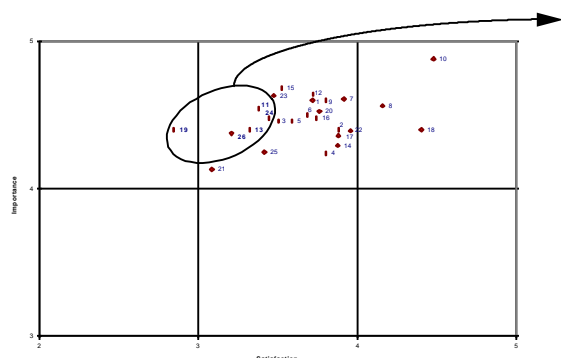


## BUS-1 Captures DOE-AL Priorities

In order to have a balanced business planning process, BUS obtains feedback regarding its products and processes from four sources: Internal Customers, Stakeholders, Employees and Suppliers. For example, the Quality Support Office recently conducted Voice of the Customer/Stakeholder Training with DOE-AL Budget and Finance customers (BRMD, AFSC, STTD, MRD, etc). Immediately following the training, BUS personnel interviewed their DOE counterparts. Stakeholder comments were compiled and sorted into themes. These themes were then prioritized in the areas of importance and satisfaction by stakeholder customers. Prioritized themes identified in this survey are represented below in an Opportunity Map and will be used by BUS-1 management to identify improvement opportunities. On the Opportunity Map, bullets indicate areas where BUS is providing extraordinary service. Arrows indicate priority areas where BUS service can be improved. This is the first effort in what should become a continuous process of listening to our stakeholders as well as internal customers, employees and suppliers.

### Survey Results

#### DOE-AL Perceptions



#### Priorities

#### Key Themes

1. The products provided by LANL (i.e., data, reports, briefings, proposals, etc.) are complete.
2. The products/services provided by LANL are useful.
3. The information provided by LANL is accurate.
4. LANL utilizes effective methods for sending reports and information to DOE.
5. Information provided in the various products/services I receive from LANL is consistent.
6. LANL performance is compliant with required financial practices.
7. LANL supports DOE in accomplishing DOE goals.
8. There is teamwork/partnering between LANL and DOE counterparts.
9. LANL is flexible in responding to my changing needs and requirements.
10. My counterparts at LANL are responsive to my questions and requests for information and assistance.
11. Communication within LANL is coordinated.
12. LANL is proactive in responding to my needs/issues.
13. LANL keeps me informed about the status of deliverables.
14. LANL coordinates with me when deadlines cannot be met.
15. Communication from LANL is consistent (consistent answers from various parties)
16. LANL communication methods are effective.
17. LANL presents a positive attitude in communications with DOE.
18. I clearly know who to contact at LANL when I need information.
19. LANL does a good job of coordinating communications between LANL, AL, LAAO, and HQ.
20. LANL processes are consistent.
21. DOE has an adequate understanding of LANL processes
22. LANL demonstrates initiative in seeking to improve processes
23. LANL measures the right things about its performance.
24. LANL has a coordinated, unified approach to serving DOE.
25. I have an adequate understanding of the roles of LANL counterparts/ organizations.
26. LANL counterparts have an adequate understanding of the roles of DOE counterparts.